



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending June 30, 2012**

<b>Out of Service More Than 24 Hours</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$104.00	\$104.00	\$324.00	\$532.00
B. Number of credits issued for repairs - 24 - 48 hours	5	5	6	16
C. Number of credits issued for repairs - 48 - 72 hours	3	1	10	14
D. Number of credits issued for repairs - 72 - 96 hours	2	4	3	9
E. Number of credits issued for repairs - 96 - 120 hours	2	0	1	3
F. Number of credits issued for repairs > 120 hours	0	0	2	2
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	35	34	29	98
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	8	12	20	40
C. Number of installations after 10 business days	4	6	6	16
D. Number of installations after 11 business days	4	6	5	15
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$75.00	\$150.00	\$75.00	\$300.00
B. Number of customers receiving credits	3	6	3	12
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	23	10	31	64

**Comments**